

WHAT IS CLAIMED IS:

1. A system for implementing an image-based document handling and delivery system, comprising:

a planning component that gathers information about an infrastructure, a
5 current document handling and delivery system and a methodology used by an entity;

an implementation component that provides the entity with a plurality of
process maps that provide a plurality of step-by-step instructions for executing the image-
based document handling and delivery system; and

a control component that provides the entity with a plurality of contingency
10 guidelines and procedures for monitoring and maintaining performance of the executed
image-based document handling and delivery system.

2. The system of claim 1, wherein the planning component also provides the
entity with information about the image-based document handling and delivery system.

3. The system of claim 2, wherein the information about the image-based
document handling and delivery system comprises a list including a plurality of frequently
asked questions and a corresponding answer for each of the frequently asked questions.

4. The system of claim 1, wherein the planning component comprises a
questionnaire for the entity to complete.

5. The system of claim 4, wherein the questionnaire for the entity to complete comprises:

- 5 a plurality of questions related to a plurality of operational issues and a plurality of technical issues; and
a request for a contact list.

6. The system of claim 1, wherein the implementation component comprises:
at least one process map; and
10 information on a plurality of document formats for use with the image-based document handling and delivery system.

7. The system of claim 6, wherein the at least one process map comprises:
a process map of the entity's existing document handling and delivery system;
15 and
a process map for at least a portion of the image-based document handling and delivery system.

8. The system of claim 7, wherein the process map for the at least a portion of the
20 image-based document handling and delivery system comprises:

a process map of a plurality of steps to be taken by the entity for executing the image-based document handling and delivery system; and

a process map of a plurality of steps to be taken by a receiver of the document for executing the image-based document handling and delivery system.

9. The system of claim 6, wherein the information on the plurality of document
5 formats comprises:

a definition of each of the document types;

one or more examples of information covered by each of the document types;

and

a proposed file name for an imaged version of each of the document types.

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10. The system of claim 9, wherein the information on the document formats is provided in a table form.

11. The system of claim 1, wherein the control component comprises:

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a plurality of contingency guidelines for addressing each of a plurality of predetermined errors and situations that may arise in the use of the image-based document handling and delivery system; and

a reporting component that provides one or more reports on a plurality of performance factors relating to use of the image-based document handling and reporting
20 system.

12. The system of claim 11, wherein the contingency guidelines comprise error a plurality of resolution guidelines that provide one or more possible solutions for each of the predetermined errors and situations that may arise in the use of the image-based document handling and delivery system.

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13. The system of claim 12, wherein the error resolution guidelines comprise:
a list of a plurality of potential errors;
an identity of an entity responsible for identifying an occurrence for each of the predetermined errors;
an identity of an entity responsible for correcting each of the predetermined errors;
one or more proposed solutions for each of the predetermined errors;
one or more proposed communication mechanisms for reporting each of the predetermined errors;
a recommended time frame for correcting each of the predetermined errors;
and
an identity of entity responsible for confirming that an error occurrence has been corrected.

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14. The system of claim 11, wherein the contingency guidelines comprise a failure modes effects analysis that identifies a plurality of possible failure modes, suggests one or

more possible causes of each of the failure modes, and provides one or more recommendations for correcting each of the failure modes.

15. A system for implementing an image-based document handling and delivery
5 system, comprising:

a list of a plurality of frequently asked questions about the image-based document handling and delivery systems and a corresponding answer for each of the frequently asked questions;

a questionnaire for an entity to complete;

10 at least one process map that provides a plurality of steps for executing the image-based document handling and delivery system;

information on a plurality of document formats for use with the image-based document handling and delivery system;

15 a plurality of contingency guidelines for addressing a plurality of predetermined errors and situations that may arise in use of the image-based document handling and delivery system; and

a reporting component that provides one or more reports on a plurality of performance factors relating to use of the image-based document handling and delivery system.

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16. The system of claim 15, wherein the questionnaire for the entity to complete comprises:

a plurality of questions related to a plurality of operational issues and technical issues; and

a request for a contact list.

5 17. The system of claim 15, wherein the at least one process map comprises:

a process map of the entity's existing document handling and delivery system;

and

a process map for at least a portion of the image-based document handling and delivery system.

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18. The system of claim 17, wherein the process map for the at least a portion of the image-based document handling and delivery system comprises:

a process map of a plurality of steps to be taken by the entity for executing the image-based document handling and delivery system; and

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a process map of a plurality of steps to be taken by a receiver of the document for executing the image-based document handling and delivery system.

19. The system of claim 15, wherein the information on the plurality of document formats comprises:

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a definition for each of a plurality of document types;

one or more examples of information covered by each of the document types;

and

a proposed file name for an imaged version of each of the document types.

20. The system of claim 19, wherein the information on the plurality of document formats is provided in a table form.

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21. The system of claim 15, wherein the contingency guidelines comprise error a plurality of resolution guidelines that provide one or more solutions for the predetermined errors that may arise in use of the image-based document handling and delivery system.

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22. The system of claim 21, wherein the error resolution guidelines comprise:
a list of potential errors;
an identity of an entity responsible for identifying an occurrence for each of the predetermined errors;
an identity of an entity responsible for correcting each of the predetermined errors;
one or more proposed solutions for each of the predetermined errors;
one or more proposed communication mechanisms for reporting each of the predetermined errors;
a recommended time frame for correcting each of the predetermined errors;
and
an identity of an entity responsible for confirming that an error occurrence has been corrected.

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23. The system of claim 15, wherein the contingency guidelines comprise a failure modes effects analysis that identifies a plurality of possible failure modes, suggests one or more possible causes of each of the failure modes, and provides one or more
5 recommendations for correcting each of the failure modes.

24. A memory for a computer that stores:

a list of a plurality of frequently asked questions about an image-based document handling and delivery system and a corresponding answer for each of the frequently
10 asked questions;

a questionnaire for an entity to complete;

at least one process map that provides a plurality of steps for executing the image-based document handling and delivery system;

information on a plurality of document formats for use with the image-based
15 document handling and delivery system; and

a plurality of contingency guidelines for addressing a plurality of predetermined errors and situations that may arise in use of the image-based document handling and delivery system.

20 25. The memory of claim 24, wherein the questionnaire for the entity to complete comprises:

a plurality of questions related to a plurality of operational issues and technical issues; and

a request for a contact list.

- 5 26. The memory of claim 24, wherein the at least one process map comprises:
a process map of the entity's existing document handling and delivery system;
and
a process map for at least a portion of the image-based document handling and delivery system.

10 27. The memory of claim 26, wherein the process map for the at least a portion of the image-based document handling and delivery system comprises:

a process map of the steps to be taken by the entity for executing the image-based document handling and delivery system; and

- 15 a process map of the steps to be taken at a document's destination for executing the image-based document handling and delivery system.

28. The memory of claim 24, wherein the information on a plurality of document formats comprises:

20 one or more definitions for each of the document types;

one or more examples of information covered by each of the document types;

and

a proposed file name for an imaged version of each of the document types.

29. The memory of claim 28, wherein the information on the plurality of document formats is provided in a table form.

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30. The memory of claim 24, wherein the contingency guidelines comprise error a plurality of resolution guidelines that provide one or more solutions for each of the predetermined errors that may arise in use of the image-based document handling and delivery system.

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31. The memory of claim 30, wherein the error resolution guidelines comprise:
a list of potential errors;
an identity of an entity responsible for identifying an occurrence for each of the predetermined errors;
an identity of an entity responsible for correcting each of the predetermined errors;
one or more proposed solutions for each of the predetermined errors;
one or more proposed communication mechanisms for reporting each the predetermined errors;
a recommended time frame for correcting each of the potential errors; and
an identity of an entity responsible for confirming that an error occurrence has been corrected.

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32. The memory of claim 24, wherein the contingency guidelines comprise a failure modes effects analysis that identifies a plurality of possible failure modes, one or more possible causes of each of the failure modes, and one or more recommendations for correcting
5 each of the failure modes.

33. A method of implementing an image-based document handling and delivery system, comprising the steps of:

10 gathering information about an entity's existing document handling and delivery system;

providing the entity with at least one process map for executing the image-based document handling and delivery system; and

15 providing the entity with a plurality of guidelines and procedures for monitoring and maintaining performance of the image-based document handling and delivery system.

34. The method of claim 33, further comprising the step of providing the entity with information about the image-based document handling and delivery system.

20 35. The method of claim 34, wherein the entity is provided with a list of a plurality of frequently asked questions about the image-based document handling and delivery system and a corresponding answer for each of the frequently asked questions.

36. The method of claim 33, wherein information is gathered about an entity's existing document handling and delivery system by providing a questionnaire for the entity to complete.

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37. The method of claim 36, wherein the questionnaire comprises:
a plurality of questions related to a plurality of operational issues and technical issues; and
a request for a contact list.

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38. The method of claim 33, further comprising the step of providing the entity with information on a plurality of document formats for use with the image-based document handling and delivery system.

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39. The method of claim 33, wherein the entity is provided with:
a process map of the entity's existing document handling and delivery system;
and
a process map for at least a portion of the image-based document handling and delivery system.

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40. The method of claim 39, wherein the entity is provided with:

a process map of a plurality of steps to be taken by the entity for executing the image-based document handling and delivery system; and

a process map of a plurality of steps to be taken by a receiver of the document for executing the image-based document handling and delivery system.

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41. The method of claim 38, wherein the step of providing the entity with information on the document formats for use with the image-based document handling and delivery system comprises providing the entity with:

a definition of each of the document types;

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one or more examples of information covered by each of the document types;

and

a proposed file name for an imaged version of each of the document types.

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42. The method of claim 41, wherein the information on the document formats is provided in a table form.

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43. The method of claim 33, wherein the step of providing the entity with the guidelines and procedures for monitoring and maintaining the performance of the image-based document handling and delivery system comprises providing the entity with:

a plurality of contingency guidelines for addressing a plurality of predetermined errors and situations that may arise in use of the image-based document handling and delivery system; and

a reporting component that provides one or more reports on a plurality of performance factors relating to use of the image-based document handling and reporting system.

5 44. The method of claim 43, wherein the step of providing the contingency guidelines comprises providing a plurality of error resolution guidelines that provide one or more solutions for each of the predetermined errors that may arise in use of the image-based document handling and delivery system.

10 45. The method of claim 44, wherein the step of providing the error resolution guidelines comprise providing:

a list of predetermined errors;

an identity of an entity responsible for identifying an occurrences for each of the predetermined errors;

15 an identity of an entity responsible for correcting each of the predetermined errors;

one or more proposed solutions for each of the predetermined errors;

one or more proposed communication mechanisms for reporting each of the predetermined errors;

20 a recommended time frame for correcting each of the predetermined errors;

and

an identity of an entity responsible for confirming that an error occurrence has been corrected.

46. The method of claim 43, wherein the step of providing the contingency guidelines comprises providing a failure modes effects analysis that identifies a plurality of possible failure modes, suggests one or more possible causes for each of the failure modes, and provides one or more recommendations for correcting each of the failure modes.